



# CAPTAIN, CALIFORNIA HIGHWAY PATROL

## PROMOTIONAL EXAMINATION FOR CALIFORNIA HIGHWAY PATROL EMPLOYEES

CALIFORNIA STATE GOVERNMENT: EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FINAL FILING DATE	<p>October 6, 2011</p> <p>Applications (STD. 678, Rev. 6-10) must be <b>POSTMARKED</b> no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason.</p> <p><b>Submit applications to:</b></p> <p>California Highway Patrol Selection Standards and Examinations Unit P. O. Box 942898 Sacramento, CA 94298-0001</p>
SPECIAL TESTING ARRANGEMENTS	<p>If you have a disability and need special testing arrangements, mark the appropriate box in item number 2 of the application. You will be contacted to make specific arrangements.</p> <p><b>Note: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.</b></p>
ASSESSMENT CENTER DATES	November 14, 2011, through November 18, 2011.
SALARY RANGE	\$11,411 - \$12,963
COMPETITION LIMITED TO STATE EMPLOYEES	Applicants must have a permanent civil service appointment with the California Highway Patrol (CHP) as of the final filing date in order to take this examination.
ELIGIBLE LIST INFORMATION	<p>A departmental eligible list will be established for the California Highway Patrol. The list will be abolished 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Please note that the list can be abolished any time after 12 months based on the needs of the service.</p> <p><b>VEHICLE CODE SECTION 2251:</b> "All promotions to the classifications of Deputy Chief, Assistant Chief, Captain, Lieutenant, and Sergeant shall be made from promotional eligible lists resulting from promotional examination of persons in the next lower classification."</p>
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p><b>NOTE: All applicants must meet the experience and/or education requirements for this examination by the final filing date.</b></p> <p>Two years of experience performing the duties of a Lieutenant, California Highway Patrol, in the Department of California Highway Patrol.</p>
SPECIAL PERSONAL CHARACTERISTICS	Honesty, integrity, impartiality, fairness, leadership, enthusiasm, commitment, diplomacy, professional demeanor, and appearance commensurate with departmental policy.
ADDITIONAL DESIRABLE QUALIFICATION	Academic education beyond the 12 <sup>th</sup> grade.
THE POSITION	<p>A Captain, CHP, under direction, has charge of the work of the California Highway Patrol in an assigned field Area office; in a headquarters office has charge of a major staff function; or commands a consolidated Communications Center; and performs other related duties.</p> <p>Departmental policy requires that appointees in the classifications of Captain, CHP, and above, and Lieutenant, CHP, who are commanders, are to remain a minimum of one year in a newly assigned location whether the assignment is a result of a transfer or promotional appointment. Exceptions to this policy may be made if in the best interest of the Department.</p> <p>Positions exist statewide.</p>
EXAMINATION INFORMATION	<p>This examination will consist of an Assessment Center weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. <b>Competitors who do not appear for any phase of the examination will be disqualified.</b></p>

### Assessment Center Only – Weighted 100%

As part of the assessment center process, competitors will be required to complete a Qualifications Review Questionnaire detailing responses to a standardized set of job-related questions. Immediate supervisors and Division commanders will indicate their concurrence or nonconcurrence regarding the competitor's responses. In addition, competitors will be required to complete a resume indicating their experience and qualifications for the position. **Competitors who do not submit completed Qualifications Review Questionnaires and resumes will be eliminated from the examination.** Each qualified competitor will receive the Qualifications Review Questionnaire, resume format, and relevant deadlines by electronic mail on October 17, 2011.

The assessment center method provides a means of gathering relevant information, under standardized conditions, about a person's capabilities to perform as a Captain, CHP. Standard assessment exercises, or simulations, are presented to each candidate, who in turn completes each phase of the process in front of assessors or evaluators. The exercises are developed to allow the candidate to demonstrate the skills found to be necessary for success for the Captain, CHP, classification, such as skill level in leadership, problem solving, interpersonal relations, oral communication, and/or managerial competencies. Each of the responses the candidate makes and the behaviors he or she demonstrates in handling the exercises will be documented and evaluated according to a specific set of scoring criteria. As part of the assessment center, information from the competitor's personnel file will be collected and utilized in the process.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

- Scope:**
- A. Knowledge of:
- Management theories, techniques, and applications.
  - Supervisory techniques.
  - Departmental policies.
  - The principles of grammar and sentence construction.
  - Departmental manuals, guides, publications, and General Orders.
  - Headquarters and field organization and operations.
  - Departmental trends.
  - The resources available to assist in meeting goals and objectives.
  - Current laws and proposed legislation as they affect the command's operations.
  - Current events in terms of their possible effect on the Area command's operations.
  - The geographical and socioeconomic makeup of the command.
  - Available training programs, resources, and methods.
  - The local community structure and its formal and informal leaders.
  - The jurisdictions encompassed by various government agencies.
  - The costs involved in the operation of a command.
  - Operations and policies of allied agencies.
  - Facility maintenance requirements.
  - Equal Employment Opportunity regulations.
- B. Ability to:
- Use common sense when making decisions.
  - Take prompt and appropriate disciplinary action.
  - Establish effective relationships with superiors, peers, and subordinates.
  - Accomplish goals through others.
  - Accept departmental directives contrary to personal beliefs or opinions and generate support for these directives among the entire command.
  - Communicate effectively with a variety of individuals.
  - Gain the confidence, cooperation, and respect of the entire command.
  - Adapt quickly to a variety of situations and personalities.
  - Identify and apply management principles and techniques.
  - Encourage a high level of morale within the command.
  - Recognize and resolve problems.
  - Make sound judgments regarding which items to delegate, which to take action on, and which to refer to superiors.
  - Objectively identify all facts and implications related to a situation before drawing conclusions.
  - Guide and counsel subordinates on problems that affect their job performance.
  - Recognize and set priorities for self and staff.
  - Be flexible in adapting to changes in priorities and responding to interruptions.
  - Objectively identify strengths, weaknesses, and potential in subordinates.
  - Interpret and direct the enforcement of complex laws and programs within the command.
  - Speak effectively in public before a variety of audiences.
  - Analyze statistical data, charts, and graphs.

SENIORITY CREDITS

As provided in Government Code Section 18954, successful competitors will be granted additional credit for merit, efficiency, and fitness of one-quarter of a point for each year served in the grade next lower than that for this examination.

VETERANS PREFERENCE

Veterans preference credit is not granted in promotional examinations.

GENERAL INFORMATION

It is the competitor's responsibility to contact the California Highway Patrol, Examination Services, at (916) 843-3820, three weeks after the final filing date if he/she has not received a progress notice.

If a competitor's notice of Assessment Center fails to reach him/her prior to the day of the Assessment Center due to a verified postal error, he/she will be rescheduled upon written request.

Applications (STD. 678, Rev. 6-10) for open and promotional examinations are available from the California Highway Patrol, local offices of the Employment Development Department, the State Personnel Board (SPB), and the SPB Website at [www.spb.ca.gov](http://www.spb.ca.gov).

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. All competitors who pass will be ranked according to their scores.

The **California Highway Patrol** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Assessment Center Location:** The Assessment Center will be scheduled in Sacramento.

Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under the provisions of SPB Rules 234, 235, and 235.2. SPB Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or the SPB.

**General Qualifications:** Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification.

The **California Relay Service** enables a person with a Telecommunications Device for the Deaf (TDD) to communicate over telephone lines with another person who does not have a TDD. To use the California Relay Service, call the following: if you have a TDD, 1-800-735-2929; if you do not have a TDD, call 1-800-735-2922.